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COVID-19 Re-Opening Phase 1: Curbside Pickup & Delivery Guidance for Retailers

This document provides guidance on best practices for curbside pickup and delivery operations for retailers opening in compliance with the State's re-opening "Phase 1: Start." All retailers must comply with the State's workplace safety standards as outlined on the State's website:

<https://www.mass.gov/info-details/reopening-massachusetts>

Curbside Pickup

- 1) Customers call ahead or order online. When an order is placed, the order is assigned an order number which is given to the customer. It is strongly recommended that customers pay for their orders online or over the phone.
- 2) Customers pick up their order by going to the retailer. If a customer drove to the retailer, they call the retailer and provide their order number. The retailer delivers the order to the customer in their vehicle and accepts payment if not provided over the phone or online. If a customer walked to the retailer, they call the retailer and report their order number as they wait outside obeying social distance practices. The retailer delivers the order to the customer outside and accepts payment if not provided over the phone or online. The delivery employee wears a face covering during the transaction.
- 3) Once the retailer has completed the curbside pickup transaction, they sanitize their hands by washing them with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol base.

Delivery

- 1) Customers call ahead or order online. When an order is placed, the order is assigned an order number which is given to the customer. It is strongly recommended that customers pay for their orders online or over the phone.
- 2) Delivery employees transport the order and call the customer when they arrive at the delivery location. The delivery employee delivers the order to the delivery location provided and accepts payment if not provided over the phone or online. The delivery employee wears a face covering during the transaction.
- 3) Once the delivery employee has completed the delivery transaction, they sanitize their hands by washing them with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol base.